

## Ask the U.S. Embassy

**February 13<sup>th</sup>, 2013**

*I recently moved back to Jamaica from the United States and my monthly social security payments seem to have stopped. What should I do and who should I contact to ensure that my monthly federal benefits continue?*

For residents of Jamaica, the Federal Benefits Unit at the U.S. Embassy in Santo Domingo, Dominican Republic, provides assistance with Social Security, veterans' benefits and other federal benefits programs. Services include the acceptance of first-time applications for retirement and disability benefits, changes of addresses, social security number applications, and assistance with non-receipt of checks.

To better assist individuals in Jamaica, the U.S. Embassy will be hosting a regional Federal Benefits officer from February 20 – 22nd. Town hall meetings will be hosted at the Mandeville Hotel at 10:00am on February 20th and at the U.S. Embassy in Kingston at 10:00am on February 21st. The American Citizen Services Unit will also be accepting passport applications and providing notarial services during the town hall in Mandeville. Please visit our website at <http://kingston.usembassy.gov> for the cost of these services.

The Federal Benefits Officer will also be taking private appointments at the Embassy. Since the Embassy in Kingston does not handle Social Security issues, this is a great opportunity to have any federal benefits issues addressed. To schedule an individual appointment at the Embassy and to attend the town hall meetings you must RSVP to [KingstonACS@state.gov](mailto:KingstonACS@state.gov) or call 702-6006. Please include your name and date of birth when you call or email.

Individuals who wish to directly contact the Federal Benefits Unit in Santo Domingo, Dominican Republic, should email [FBU.santodomingo@ssa.gov](mailto:FBU.santodomingo@ssa.gov) or call 809-731-4371 (Mondays - Thursdays 1:30 to 4:00 pm and Fridays 7:00 to 11:00 am). When sending emails to Santo Domingo, please use "JAMAICA" as the subject line. This will assist the Federal Benefits office in Santo Domingo streamline your inquiries and lead to more timely responses.